

Statement of Objectives

Dun and Bradstreet, Inc. (D&B)

Data Universal Numbering System

**(D-U-N-S[®]) Number, Data,
Subscription Software and Services**

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1.0 BACKGROUND

The Federal Government and the General Services Administration's (GSA) Integrated Acquisition Environment (IAE) have a regulatory mandate to use the Dun and Bradstreet, Inc. (D&B) Data Universal Numbering System (DUNS) number. The Federal Acquisition Regulation (FAR) 4.605(b) identifies the DUNS as the Contractor Identification Number. The DUNS number is a proprietary subscription service owned by D&B and is used to identify and report on corporate relationships and linkages. D&B's data is also supported by their DUNSRight™ process, which is the patent-pending process for collecting and enhancing company data, and is founded on Quality Assurance. The DUNSRight™ process includes and supports Global Data Collection, Entity Matching, D-U-N-S® Number, Corporate Linkage and Predictive Indicators.

The following IAE systems have a FAR requirement for the DUNS:

The **Central Contractor Registration (CCR)** database is the primary Government repository for contractor information required for the conduct of business with the Government. FAR Subpart 4.11 prescribes policies and procedures for requiring contractor registration in the CCR database. FAR Subpart 2.1 states "Registered in the CCR database" means that—(1) The contractor has entered all mandatory information, including the DUNS number or the DUNS+4 number, into the CCR database. FAR 13.102 recognizes CCR as the Contracting Officer's primary source of vendor information.

The **Excluded Parties List System (EPLS)** is an electronic web-based list that identifies those parties excluded throughout the U.S. Government (unless otherwise noted) from receiving Federal contracts or certain subcontracts and from certain types of Federal financial and non-financial assistance and benefits. The Government Accountability Office (GAO) reports GAO-05-479 and GAO-09-174 recommended a mandatory requirement for the contractor identification number in the EPLS database. FAR 9.404 identifies the DUNS number as the type of information collected in EPLS.

The **electronic Subcontracting Reporting System (eSRS)** is the system used by contractors to enter their subcontracting plan. FAR 19.704 identifies the DUNS as reporting data in eSRS.

The **Federal Procurement Data System - Next Generation (FPDS-NG)** provides a comprehensive web-based tool for agencies to report contract actions. FAR Subpart 4.6 prescribes uniform reporting requirements for FPDS. FAR 4.605(b) states the contracting officer must identify and report a DUNS number for the successful offeror on a contract action.

2.0 OBJECTIVE

This action will serve as the single contract vehicle to support the shared systems within the IAE portfolio, the administration of the Federal Funding Accountability and Transparency Act (FFATA) - USAspending.gov and the American Recovery and Reinvestment Act (ARRA) - Recovery.gov and Federalreporting.gov.

3.0 REQUIREMENTS

The GSA IAE requires the following D&B subscription service to support the IAE itself, the Federal Funding Accountability and Transparency Act (FFATA), USAspending.gov, the Recovery Accountability and Transparency Board (RATB) and the American Recovery Reporting Act (ARRA) which encompasses Recovery.gov and FederalReporting.gov; within this SOO these constituents are collectively referred to as "the Government".

3.1 Software: The Government will have access to the following D&B integration technology to facilitate data exchange, matching and direct integration:

- 3.1.1 Data Integration Toolkit (DITK):** The Data Integration Toolkit will allow the Government the ability for real-time access to integrate D&B global data into the IAE applications and solutions.
- 3.1.2 Data Integration Batch (DIB):** The Data Integration Batch will provide an automated infrastructure that electronically transmits files of customer records or transactions for correction and updating, and for matching and updating with the D&B Database. The same infrastructure is used to return matching results and appended information to the customer.
- 3.1.3 Integration Manager (IM):** The Integration Manager is the onsite software system that will be used to integrate government business customer information from diverse systems using the D-U-N-S Number® and is designed to allow the Government the ability to harmonize its data across many systems.
- 3.1.4 Toolkit Address Standardization (TAS):** The Data Integration Toolkit and Toolkit Address Standardization Module (TAS) will be used to accomplish the task of standardizing any BV data packet before presenting to a vendor during CCR registration.
- 3.1.5 ValiCert:** ValiCert Secure Transport (ST) Client is the secure download and upload manager to securely transport data within the DIB across systems.
- 3.1.6 DITK Monitoring Module:** The Monitoring Module will be used as an add-on function to the Data Integration Toolkit, to enable the monitoring of changes to the data within monitoring data packet products automatically.

3.1.7 Bulk Data Exchange (BDE): The Bulk Data Exchange will use file transfer protocol to transfer files for DIB processing to and from its Bulk Data Exchange (BDE) system.

3.2 Data Products: The Government will have access to the following suite of data packets, data files, and web service data:

3.2.1 Business Verification (BV) Packet: D&B's Data packet used to verify a DUNS Number and the associated business information about a business.

3.2.2 BV Monitoring: Monitoring and notification of DUNS Numbers that have been retrieved or registered using the BV packet.

3.2.3 WorldBase Marketing Plus with Linkage Packet: The Corporate Linkage data packet used to retrieve corporate linkage information as well as address information of headquarter, Domestic Ultimate Parent, and Global Ultimate Parent Linkage data.

3.2.4 Family Tree Enhanced Linkage Packet: The Corporate Linkage packet that is utilized to create the linkage monitoring function in CCR.

3.2.5 US Corporate Linkage Monitoring: Monitoring and notification of DUNS Numbers that have been retrieved or registered using the Family Tree Enhanced Linkage Packet.

3.2.6 CCR Corporate Linkage File: Upward linkage file that is provided for all records that have been registered in CCR

3.2.7 Prior DUNS file: File of prior DUNS Numbers for records in CCR that (may have) had a prior DUNS Number.

3.2.8 Executive Branch File: File of all linked locations of the Executive Branch, and their DUNS Numbers to be used in the FedReg system

3.2.9 Legislative/Judicial File: File of all legislative or judicial locations that have been registered in the FedReg system.

3.2.10 IM Reference File: Reference file used by IM to perform matching for the Government

3.2.11 IM Append File: Append file in IM to return additional data beyond matching to a DUNS Number.

3.2.12 IM Linkage Web service: Allows parent linkage data to be retrieved via the IM environment through a web service call.

3.3 Call Center: The Government will have access to the following support assistance performed by D&B personnel or their subcontractors independent of, or utilizing, the above components:

3.3.1 Government Customer Resource Center (GCRC): Call center team responsible for responding to up to 585k per year calls, emails, and web-based requests for assistance.

3.3.1.1 Support domestic DUNS Number Self Requests; D&B DUNS Number Self Request Web form, international self

requests; and to respond and resolve the following issues to include: DUNS lookup, creation, updates, adds and changes, linkage changes, Web form navigation questions, registration issues, statistics gathering, and response to related contracting and customer support, and interaction in support of a catastrophic event.

3.3.1.1.1 Provide monthly GCRC statistics on the number of daily calls, web forms, Emails, mailings and facsimiles received, resolved, closed and outstanding.

3.3.1.1.2 Provide same day or next business day E-mail and telephone (live) technical and end user support Monday – Friday (excluding holidays) between the hours of 8:00 AM to 8:00 PM (Eastern Standard Time).

3.3.1.1.3 Ensure 90% calls answered within 10 seconds.

3.3.1.1.4 Ensure 24/7 access to web form.

3.3.2 Provide Program Management support:

3.3.2.1 The support personnel are expected to be fully knowledgeable of D&B's internal management practices, processes, products and the terms and conditions required to support the D&B contract.

3.3.2.2 The support personnel are expected to be fully capable of addressing and responding to any issues, concerns and questions pertaining to the systems covered by this contract as well as general inquiries.

3.3.2.3 The support personnel will serve as the IAE Program Management Office's first line of contact for the D&B contract.

3.3.2.4 The support personnel will provide, at a minimum, 80 hours of training as needed at the direction of the IAE Program Management Office. Training may be required in various formats and forums (i.e., in person, conferences or interactive web connections compatible with the Government's connectivity capabilities).

3.3.2.5 The support personnel will additionally be responsive to the following:

3.3.2.5.1 Support the IAE system Program Managers as needed.

3.3.2.5.2 Address issues related to the D&B contract.

3.3.2.5.3 Provide reports as requested.

3.3.2.5.4 Provide metrics reporting on transactional data packet volumes.

3.3.2.5.5 Participate in meetings as directed.

- 3.3.3 Dashboards: D&B personnel will prepare monthly management dashboard reporting for PMO offices under this contract.
 - 3.3.4 Ad hoc reports: D&B personnel will provide support for reporting and assistance to analyze government files in conjunction with D&B files provided under this contract.
 - 3.3.5 Linkage QA: D&B personnel will provide support to maintain and provide quality assurance on government linkage data.
 - 3.3.6 Managed IM Hosting: D&B will provide hosting services for Integration Manager and will include matching for FFATA.
 - 3.3.7 D&B will provide interface documentation on the batch feeds for all supporting systems to include graphics, charts, and diagrams to aide in demonstrating data flow and processes.
 - 3.3.8 D&B will provide monthly reporting metrics and statistics on the following:
 - 3.3.8.1 Number of new DUNS assignments;
 - 3.3.8.2 Number of DUNS numbers reinstated;
 - 3.3.8.3 Number of DUNS numbers updated, to include name and address updates if applicable;
 - 3.3.8.4 Number of cancelled and deleted DUNS numbers; and
 - 3.3.8.5 Number of incomplete applications received to include current status and disposition.
- 3.4 **Section 508 Compliance:** GSA requires the following 508 compliance conditions to support the overall products provided under this contract to the Government:
- 3.4.1 Ensure all documents, file formats, web service applications, data fields and images available to the users through the Government systems supported by this contract are compliant with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C 794d).
 - 3.4.2 Provide (TTY) capabilities to support users with disabilities.
 - 3.4.3 Ensure all help desk contact numbers are easily viewable and accessible on the pages and web forms that interface with the Government systems supported by this contract.
- 3.5 **American Recovery and Reinvestment Act (ARRA) Support:** The Government will have access to the following suite of data packets, data files, and web service data:
- 3.5.1 **American Recovery and Reinvestment Act (ARRA) reference file:** File which resides behind federalreporting.gov and enables companies, who are not already registered in CCR, to lookup, retrieve, and register their DUNS Number at federalreporting.gov.
 - 3.5.2 **ARRA Batch & Exception File:** Batch file process for entities that are new to the D&B database that enables their data to be pulled from the most recent D&B dataset and provided to federalreporting.gov for registration purposes.

4.0 DELIVERABLES

4.1 The following data and software requirements are due at date of award and throughout the duration of this contract.

- 4.1.1** ARRA Batch and Exception File Access
- 4.1.2** Bulk Data Exchange (BDE) Access
- 4.1.3** Business Verification Packet Access
- 4.1.4** Business Verification Data Monitoring Packet Access
- 4.1.5** Corporate Linkage Verification Packet Access
- 4.1.6** Corporate Linkage Batch File
- 4.1.7** Data Integration Toolkit (DITK) Access and Software
 - 4.1.7.1** DITK License
 - 4.1.7.2** DITK Monitoring Access
 - 4.1.7.3** DITK Address Standardization Access
 - 4.1.7.4** American Recovery and Reinvestment Act (ARRA) reference file
 - 4.1.7.5** US Corporate Linkage Data Monitoring Packet Access
- 4.1.8** Data Integration Batch (DIB) License
 - 4.1.8.1** DIB Custom Profiles
- 4.1.9** D&B Integration Manager Software (hosted), License, and Access
- 4.1.10** Family Tree Enhanced Linkage Packet Access
- 4.1.11** Integration Manager
 - 4.1.11.1** IM Reference File
 - 4.1.11.2** IM Append File
 - 4.1.11.3** IM Linkage Webservice Access
- 4.1.12** Manage Hosting Environment Services
- 4.1.13** Prior D&B® D-U-N-S® Number File
- 4.1.14** ValiCert Software and License
- 4.1.15** WorldBase Marketing Plus with Linkage Packet Access

4.2 The requirements of sections 3.1 (Software) through 3.5 (ARRA) are due at date of contract award and throughout the duration of this contract. Section 3.3 (Dashboards) are due the fifth day of every month after contract award.

4.3 The requirements of section 3.3.7 (Interface Documentation on Batch Feeds) are due sixty (60) days after date of contract award.

4.4 The requirements of sections 3.3.1.1.1 (monthly GCRC Statistics), 3.3.2.5.4 (Transactional Data) and 3.3.8 (Monthly Metric and Statistics) are due the fifth day of every month after date of contract award, or the last workday before the fifth if the fifth occurs during the weekend or on a holiday.

4.5 All documentation and report formats shall be provided in the Microsoft Office product suite and presented in reusable softcopies, to include

graphics, charts, and diagrams as needed. All deliverables shall be submitted to the COTR. All deliverables shall reference the contract number.

5.0 NON-DISCLOSURE

D&B agrees to sign a nondisclosure agreement at the discretion of the Recovery, Accountability, and Transparency Board, and further agrees that all data collected at Recovery.Gov through the registration process will be considered confidential and not be used for any purposes without expressed permission from the Government.

6.0 SECURITY

Contractors entering into an agreement for services to the General Services Administration (GSA) and/or its Federal customers shall be contractually subject to all GSA and Federal IT Security standards, policies, and reporting requirements. The contractor shall meet and comply with all GSA IT Security Policies and all applicable GSA and NIST standards and guidelines, other Government-wide laws and regulations for protection and security of Information Technology. Reference "Security Language for IT Acquisition Efforts CIO-IT Security – 09-48, Revision 1, November 06, 2009".

7.0 GOVERNMENT FURNISHED INFORMATION

Integration with IAE Systems shall be provided.

8.0 PERIOD OF PERFORMANCE

The period of performance consists of a 36 month base period with an additional five (5) one-year option periods.

9.0 D&B COTR INFORMATION

Priscilla Owens

D&B Program Manager and COTR

2011 Crystal Drive, Suite 911

Arlington, VA 22202

priscilla.owens@gsa.gov

703-605-3408